

General Session I: Uber Today and Tomorrow

Quinn Hatoff

Head of Airport Partnerships -- Uber Technologies

Quinn Hatoff serves as Head of Airport Partnerships for Uber Technologies, where he manages East Coast US and Canadian airport operations. In this role, he oversees a team of partner managers who improve the passenger experience through new feature rollouts, configuration changes, wayfinding enhancements, and joint pilot programs with airports. In addition to monitoring the health of the business, he regularly engages airport managers to solve short-term challenges ranging from roadway congestion to vehicle staging while also partnering on long-term capital planning discussions. Outside of work, Quinn serves on an Airport Cooperative Research Program panel sponsored by the Transportation Research Board. He holds a B.A. from Harvard College in government and economics.

Don Griffin

Partner -- GY Consulting

Don Griffin is a partner at GY Consulting LLC, an airport consulting firm focusing on ground transportation and rideshare/TNCs. GY Consulting specializes in helping airports solve challenges related to rideshare/TNC operations and associated contractual aspects. Donald's background in airport ground transportation prepared him well for his current role, where prior to helping to establish GY Consulting, he spent 7 years working for Lyft's Airport Partnerships team working closely with airports, and with Lyft's internal teams to develop and enhance Lyft's rideshare app for airports while also negotiating contractual terms. Don also spent over 13 years at the Metropolitan Washington Airports Authority working at both Ronald Reagan Washington National Airport and Washington Dulles International Airport. Donald graduated from Franklin University and holds a Bachelor's Degree in Finance.

Jennifer Maples

Asset Management and Sustainability Programs Administrator -- Phoenix Sky Harbor International Airport

Jennifer Maples is an aviation professional with over 30 years of industry experience and has spent the last 27 years at Phoenix Sky Harbor International Airport where she is currently the Asset Management and Sustainability Programs Administrator. Jennifer holds a degree in Aviation Business Administration with a Certificate of Emphasis in Aviation Safety from Embry-Riddle Aeronautical University. She is an Accredited Airport Executive and served on the American Association of Airport Executives (AAAE) Board of Examiners. Jennifer is active in the airport industry and has served as a member of the AAAE Board of Directors, is a Past President of both the Southwest Chapter of the American Association of Airport Executives (SWAAAE) and the Arizona Airports Association.

General Session II: Preparing for Autonomous Taxis at our Airports

Kevin Biesty

President -- Biesty Policy Solutions

Kevin Biesty is President of Biesty Policy Solutions and has over three decades of experience in the Legislative and Executive branches of government. He most recently served as the Deputy Director of the Arizona Department of Transportation where he led the development and implementation of transportation policy, including the State of Arizona's policies surrounding autonomous vehicles and future mobility technologies.

Mike O'Shaughnessy

Deputy Aviation Director for Operations -- Phoenix Sky Harbor International Airport

Mike oversees Airside, Landside and Terminal Operations as well as Ground Transportation and the Sky Train. Prior to being promoted to Deputy Aviation Director, Mike was an Airport Duty Manager where he managed the day to day function of all aspects of Sky Harbor. Mike began his career with United Airlines working in multiple airports including Salt Lake City and Phoenix as General Manager and Director of Operations for one of the United Divisions. Before joining the City of Phoenix in 2017, Mike started and ran his own business in the Legal and Security industry.

David Drennon

Policy Advisor on Economic Development, Arts and Culture for Phoenix Mayor Kate Gallego -- City of Phoenix

David is skilled in economic development, travel and tourism, and the news media. Prior to his current role, he was a Workforce Strategy Consultant for the Arizona Commerce Authority Office of Economic Opportunity, and was previously Executive Vice President of the Arizona Lodging and Tourism Association. David brings extensive industry knowledge to every project he is engaged. For more than fifteen years he has championed promotion of Arizona's business assets, climate and culture to global markets including Canada, Mexico, China, England, Germany, France, India, Norway, and Taiwan. He joined the Arizona Department of Commerce in May 2005 to lead the agency's communication and public outreach activities.

General Session II: Preparing for Autonomous Taxis at our Airports



Jillian Warner

Strategic Partnerships Development Manager -- Waymo

Jillian oversees strategic partnerships for Waymo One, Waymo's autonomous ride hailing service that operates in Phoenix, Arizona and San Francisco, California. In her role, Jillian builds and manages strategic business opportunities and partnerships across private and public sectors to drive Waymo One's commercialization efforts. Prior to her time at Waymo, Jillian held business development and operations roles within Google Commerce, YouTube and Google Play.



Noelle Duong

City Policy and Government Affairs Manager -- Waymo

Noelle Duong is the City Policy and Government Affairs Manager for Waymo, an autonomous driving technology company. In this role she serves as the liaison between the company and local governments to support Waymo's mission to make it safe and easy for people and things to get where they're going. Currently, Noelle manages Waymo's government relations in Austin, the Bay Area, and Metro Phoenix.



Nick Rose

Product Manager -- Waymo

Nick works on territory expansion & airport expansion for Waymo. In his role, Nick helps shape what Waymo's service area looks like in Phoenix, San Francisco, Los Angeles, and now Austin and works on technological improvements to the Waymo driver. Prior to his time at Waymo, Nick worked in product management at YouTube & Google Maps.

General Session III: Labor Issues in Airport Ground Transportation



James N. Foster, Jr.

Partner -- McMahon Berger, P.C.

James is an experienced attorney, based in St. Louis, Missouri, that has more than 40 years of experience in private practice and represents management in all facets of labor and employment law. James has appeared twice before the United States Supreme Court. He represents employers across the United States before the NLRB, including unfair labor practices charges, statutory remedial issues, statutory priority cases including secondary boycotts, and representation proceedings. He also has extensive experience with negotiations, collective bargaining, strikes, and in obtaining Federal and State injunctions. James has successfully done hundreds of arbitrations and regularly negotiates labor agreements.

Luncheon Speakers: AGTA Moves Back to UTK ... And on to the Future



John Bell

Dove Professor of Supply Chain Management & Supply Chain Department Head -- College of Business, Univ. of Tennessee

John E. Bell is the Dove Professor of Supply Chain Management and Supply Chain Department Head in the Haslam College of Business at the University of Tennessee. He holds a Ph.D. in Management from Auburn University. Dr. Bell's research focuses on vehicle routing, last mile delivery, and sustainable supply chain management. He has published over 40 peer-reviewed articles in journals such as the Journal of Business Logistics, International Journal of Physical Distribution & Logistics Management, Transportation Journal, and Journal of Operations Management. Prior to joining UT in 2010, Dr. Bell was a career military officer and spent twenty four years in the US Air Force managing logistics, maintenance and air transport operations.



Jeff Trombly

Clinical Assistant Professor of Supply Chain Management -- College of Business, University of Tennessee

Dr. Jeff Trombly is a clinical assistant professor of supply chain management at the University of Tennessee, Knoxville's Haslam College of Business. Prior to joining the UT faculty in August 2021, Jeff was a career transportation analyst, planner, and researcher in both the public and private sectors. He earned his Ph.D. in civil engineering from UT and was an adjunct faculty member in the Department of Civil and Environmental Engineering and Haslam. Trombly's teaching interests include transportation and logistics planning and operations, supply chain network design and modeling and advanced transportation technologies.

Luncheon Speakers: AGTA Moves Back to UTK ... And on to the Future

Kevin Heaslip

Professor of Civil & Environ. Engineering and Director of the Center for Transportation Research -- University of Tennessee

Dr. Kevin Heaslip is a Professor of Civil and Environmental Engineering and Director of the Center for Transportation Research at the University of Tennessee, Knoxville. Previously, he was a Professor of Civil & Environmental Engineering at Virginia Tech and Utah State University. Dr. Heaslip has been awarded over \$25 million in research grants and contracts from federal governments, state governments, and industry as an expert in transportation engineering, transportation technology, and critical infrastructure cybersecurity. He currently leads the Tennessee Technology Enabled Advanced Mobility (TEAM TN) and Future Mobility Initiative at the University of Tennessee, Knoxville. TEAM TN is a partnership with the National Science Foundation and is an alliance of academics, industry, and technical societies, led by the University of Tennessee, Knoxville.



General Session IV: Peer-to-Peer Carsharing - The Airport Carsharing Industry

Ernest Choi

Senior Consultant -- InterVISTAS Consulting USA LLC

Ernest Choi has over five years of experience in airport landside planning. He has worked at many major airports conducting landside and parking studies to address landside access, parking, rental car, and ground transportation issues. He has recently completed work at airports serving New Orleans, Anchorage, Raleigh-Durham, Denver, Seattle, Los Angeles, Baltimore Washington, and many others. Ernest has also helped to author ACRP guidebooks and synthesis reports. Most notably, Ernest has recently helped to complete ACRP Project 07-17, "Update to ACRP Report 40: Airport Roadway Analysis and Curbside Congestion Management Strategies," which is currently in final editing for publication. Ernest graduated from the University of California, Irvine with a double major in Civil and Environmental Engineering.



Steve Koester

Senior Manager of Landside Business and Properties -- Portland International Airport

Steve Koester is the Senior Manager of Landside Business and Properties at Portland International Airport (PDX) overseeing the parking system of garages, surface lots and shuttle buses; the rental car operations; and ground transportation. Steve has over 20 years of experience in Landside Operations, and in the Business and Properties departments at PDX. Previously, Steve worked for Seattle-Tacoma International Airport in Landside Operations and as a project manager. He has a Masters Degree from Embry-Riddle Aeronautical University and a AAAE accreditation.



General Session V: How Apps and Technology are Changing Airport Ground Transportation

Dwight Kines

Chief Operating Officer -- WHC Worldwide

Dwight Kines, Chief Operating Officer WHC Worldwide, has more 30 years of experience in the taxicab industry and has served in a variety of roles for growth-oriented companies. Prior to joining WHC in 2019, Dwight served as Mid-Atlantic Regional Vice-President for Transdev, overseeing operations in multiple states. His responsibilities included integration of newly acquired operations and several start-up companies in the region. He previously served as General Manager for the Maryland operations, overseeing a staff and fleet of more than 600 vehicles. He served as President of the Taxicab, Livery, and Paratransit Association (currently The Transportation Alliance) in 2016 and is currently a board member.



John McCarthy

President and CEO -- Continental Air Transport / GO Airport Express

John C. McCarthy, President and CEO of Continental Air Transport dba GO Airport Express, joined the company in 1972. During his first fifteen years with Continental, he held the positions of Director of Marketing, Director of Marketing and Sales, Vice President and Executive Vice President. It was during these years that the company expanded beyond its airport operation into other related transportation services. In 1987 he assumed his present position. In 1983, Mr. McCarthy was one of the leaders of an investor group that purchased the company from Checker Motors of Kalamazoo, Michigan. Today, John McCarthy and three Chicago area attorneys comprise the ownership of the company. Mr. McCarthy is also a founder and president of The GO Group, LLC. The GO Group is a network of independently owned transportation companies serving over 65 airports worldwide. McCarthy received his B.S. degree from De Paul University of Chicago and his MBA degree from Loyola University of Chicago.



General Session V: How Apps and Technology are Changing Airport Ground Transportation



Rattan Joes

CEO -- Prime Time Shuttle

In 1999, Rattan Joes purchased Prime Time Shuttle, which launched in 1984. He began to transform it into one of the largest rideshare transportation companies in the United States. Prime Time Shuttle became a founding member of Go Airport Shuttle Network in 2005, which has grown to provide service to 66 airports in the US, Canada, Mexico and Europe. In 2014, Rattan launched Opoli Technology, Inc., a next generation transportation service app that provides ASAP and future reservations.



Alma Peña

Parking Operations Superintendent -- Port of Oakland

Alma Peña has served as the Airport Parking Operations Superintendent for the past 15 years. Ms. Peña oversees all airport parking facilities and ground transportation services and has over 26 years of experience in airport operations and management.



Ed Coates

Airport Ground Transportation & Parking Coordinator -- Port of Oakland

Edward came to the Port of Oakland with a 20-year background in logistics, contract administration and contract compliance. With a proven track record of innovation and leveraging technology where possible, Edward has worked towards creating a continuous cycle of improvement in his role of the last 5 years. Mr. Coates oversees all aspects of Airport Ground Transportation operations and administration. He earned a B.S. degree from Cal State Hayward.

General Session VI: The Emergence of Airport Taxi Virtual Queues



Austin Gorton

Marketing & Support Team Lead -- GateKeeper Systems, Inc.

Austin Gorton is the Marketing & Support Team Lead for GateKeeper Systems, Inc., a software development & system integrator of products specifically designed for the airport markets. GateKeeper Systems has deployed software products to manage ground transportation & employee parking systems (GateKeeper CVMS), track TNC activity in partnership with ride-sharing companies (GateKeeper TNC-Ops™), and automate FAA Part-139 Airfield Inspections (GateKeeper App-139) at over 100 airports worldwide. Austin has been with GateKeeper since 2007, and lives outside Minneapolis, MN where sometimes, it is not cold.



Charles Newkirk

Assistant Vice President -- Parkway Corporation

Charles Newkirk joined Parkway Corporation in September of 1978. During his 45-year tenure, Charles held many different positions within the company ranging from Parking Lot Attendant, Assistant Manager, Facilities Manager, Valet Manager, Training Manager, Claims Manager, Special Operations Manager, District Manager, Director of Operations, and now, Charles currently serves as the Assistant Vice President. Charles leads the Ground Transportation efforts as the primary liaison with the Airport CEO and other management personnel for the Department of Aviation for the City of Philadelphia. In his capacity as Assistant Vice President, he has complete oversight of all Ground Transportation and Curbside Management functions and is responsible for the strategic formulation, execution, system designs, and development of resources.



Ashley Cebollero

Senior Operations Manager -- Parkway Corporation

Ashley Cebollero joined Parkway Corporation in April 2007 as a Public Information Associate. In October 2011, Ashley joined Parkway's Airport management team and was promoted to Airport Supervisor. Ashley worked her way through several different positions within the Airport Management team organization as an Office Manager, AVI System Coordinator, Project Manager, Public Information Manager and now Senior Operations Manager. Ashley's organizational skills, her attention to detail and her knowledge of both Ground Transportation and Airport Information departments has been instrumental in the continued success of Parkway's Airport Operations. She has worked on several enhancement projects with Charles Newkirk such as; payment kiosk for AVI account holders, Auto-Dispatch and License Plate Recognition technology for TNC operators entering the South Commercial Roadway.

General Session VI: The Emergence of Airport Taxi Virtual Queues

Abubaker Azam

Director of Operation Services -- San Francisco International Airport

Abubaker Azam (Abu) has over thirty years of Aviation Management experience. Mr. Azam joined the City and County of San Francisco in 1992 and has had multiple managerial positions leading to his current appointed as the Sr. Manager Operation - Airport Services at San Francisco International Airport (SFO). Mr. Azam is a results oriented manager of innovation with 20+ years experience implementing creative strategies in multiple businesses. In his current capacity, Mr. Azam is responsible for the safe, secure and efficient operation of San Francisco International Airport. Mr. Azam has many years of experience in public sector budgeting, administration and management. Mr. Azam holds a Bachelor's Degree in Aeronautics from Embry-Riddle Aeronautical University, a Graduate Certificate in Collaborative Services from San Francisco State University, and is a graduate of the Hass School of Business, Executive Management Program, University of California.

General Session VII: Ensuring Safe Parking for the Air Traveler

John Groden

Vice President of Airports -- Parking Concepts, Inc.

John Groden began his parking career managing a hospital health system in the Philadelphia market for eight years. He moved on to off-airport parking management in 2010. In 2015 John was appointed the Chairman of the Airport Parking Network for the National Parking Association. In July 2021, John accepted a position with Parking Concepts, Inc. and currently oversees their airport portfolio. John also sits on the board of directors for both the Airport Ground Transportation Association and the Eastern Pennsylvania Alliance for Clean Transportation.

Aaron Flake

Assistant Director of Parking and Ground Transportation -- Metropolitan Nashville Airport Authority

Aaron Flake started his professional career serving honorably in the United States Marine Corps and has held many positions since then. He has worked in industries such as telecommunications, IT, executive sales trainer, parking executive, government analyst, a firefighter, and served as the ground transportation manager at ONT. Aaron holds a bachelor's degree in public administration (magna cum laude) from California Baptist University. In March 2023 Aaron was hired as the Assistant Director of Parking and Ground Transportation – Business Strategy for the Metropolitan Nashville Airport Authority (BNA). In this role Aaron focuses on BNA's vision for the future, needs assessments, data analytics, contract execution and compliance, and implementation of new technology and operational enhancements.

John Walsh

Vice President of Operations -- PreFlight Airport Parking

John Walsh is the Vice President of Operations for PreFlight Airport Parking and has been with InterPark/PreFlight since 1992. Prior to joining InterPark, he was an Assistant Branch Manager with Enterprise Rent a Car. Mr. Walsh started with InterPark managing CBD locations then managed Hospital properties like Michael Reese Hospital and University of Chicago Hospitals. He was promoted to Division General Manager after just 6 years with the company. Mr. Walsh took over the PreFlight operations in 2000 and quickly made PreFlight an industry leader in customer service and customer facing technology. He holds a BA in Communications and an MBA both from Lewis University.

Luncheon Speaker: Annual AGTA Membership Meeting

Dave Bird

Partner -- SuperShuttle Express and ExecuCar Current AGTA President

David (Dave) Bird is currently a partner in WHC Worldwide/zShuttle. The former President of SuperShuttle International, the largest airport shared-ride ground transportation company in the U.S., Dave has held management positions with SuperShuttle for over 20 years. He originally joined SuperShuttle as Assistant General Manager of San Francisco and then as General Manager before moving to corporate headquarters in 1999. Dave started his career in the hospitality business with ITT Sheraton in Steamboat Springs, Co. He moved swiftly through their management ranks spending five years working at the Sheraton Universal in Southern California, ranked first in customer service during his tenure. He is a graduate of Roanoke College in Virginia with a degree in Business Administration and a minor in History. Dave has been a member of AGTA since 1997 and serves as the current AGTA President.